

Spec. Code: 3293
Occ. Area: 04
Work Area: 440
Prob. Period: 6 mo.
Prom. Line: none
Effective Date: 01/20/77

PATIENT SERVICES SPECIALIST

Function of Job

Under general supervision, provides patients in specialized medical programs (such as transplantation surgery or cancer research) with highly complex, individualized clerical services (in such areas as patient admittance, billing and collection, and medical records) and personal assistance in dealing with problems or complaints about hospital services. A Specialist usually is assigned to one or a small number of such specialized medical programs and follows the progress of a patient throughout the hospitalization process -- from pre-admittance interviewing to discharge and collection -- rather than dealing with patients in many programs in only one phase of the hospitalization process as admitting officers do.

Characteristic Duties and Responsibilities

1. participates in the admittance of patients:
 - a. interviews patients applying for admission to the medical program to obtain information pertinent to admission (such as patient name, address, age, insurance coverage, attending physician, type of accommodation desired, type and date of operation if case is surgical)
 - b. determines patient's eligibility for admission, based on program and hospital regulations
 - c. prepares appropriate forms (such as insurance forms, financial assistance forms, and medical records forms)
 - d. admits or follows up on admittance of patients to the program; assigns patients to rooms or wards based on nature of illness and type of accommodations available or requested
2. participates in billing and collection duties:
 - a. informs patient of rates, charges, services, discounts, and hospital policy regarding payment of bills
 - b. determines the type of financial assistance (Such as Medicare, Public Aide, Blue Cross, or other commercial insurance) for which the patient is eligible
 - c. completes forms, routes them to appropriate offices, and follows up when necessary to ensure eligible patients of financial assistance

- d. makes arrangements for and confirms payment of bills including financial assistance and patient self-pay payments; monitors and evaluates status of patient accounts recommends refunds for over-payments
 - e. initiates and signs requisitions, vouchers, and payrolls; controls and monitors budgeting activities of the department to maintain adequate inventories without exceeding allocated funds (such as being responsible for expenditure of departmental funds; purchasing smaller items and submitting recommendations for larger ones, planning budgeting needs in advance and advising the director; and managing departmental petty cash fund)
3. develops, monitors, and/or updates a comprehensive patient record system:
- a. coordinates various work areas of the patient record system, such as the Network Patient Registry (where a set of the patient's medical, social, and financial records and correspondence will be kept); serves as liaison to other hospital departments and outside agencies working in conjunction with the system
 - b. compiles statistics and prepares reports relevant to the system
4. gives patient personal attention beyond that which can realistically be provided by medical staff and social workers due to the time limitation imposed by other duties:
- a. visits with patients periodically and upon request of patients or professional staff; listens to patient's problems, complaints, or comments and refers meaningful ones to the proper hospital staff members or outside agencies for appropriate action
 - b. sits and visits with and comforts family during a time of patient crises; talks to patients of various cultural, social, and economic backgrounds to explain policies, procedures, and services of the facility; during discharge, helps the patient to clearly understand and remember the importance of home care instructions
5. attends professional and/or administrative meetings to keep informed and provide input on policies, procedures, practices, and specific patient cases of the medical system
6. performs related duties as assigned

Minimum Acceptable Qualifications

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. any combination of (1) progressively responsible experience in patient services work (such as admissions, billing, collection, and/or interviewing) in a hospital and (2) college credit for coursework in business, finance, public administration, or social science which totals three years; with a minimum of two years of experience. College credit must be evaluated on the basis of one semester hour being equivalent to 1.5 months of experience.

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. ability to interview and counsel people of varying cultural and economic backgrounds
2. ability to interpret and follow highly complex written and oral instructions
3. ability to independently perform highly complex clerical work (such as maintaining control files of admissions and discharges; maintaining records of hospital occupancy, births, and deaths; and preparing reports of vital statistics)
4. ability to establish a cooperative working relationship with professional, administrative, and clerical staff and agency representatives
5. ability to handle patients in a stress situation
6. ability to take and develop patient histories